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ABSTRACT

A study was undertaken at Amarillo College (AC), in Texas, to evaluate the services offered by the college and generate data to provide a basis for personnel planning, the continuation of programs, and the development of new programs. Computerized surveys were developed to ensure increased efficiency in tabulating results and to standardize the presentation of results, and surveys were distributed to students utilizing college services at the following locations: the main campus on Washington Street; the main campus subareas (i.e., Counseling Center, Adult Students and Women's Services, and Testing Services); and the West Campus. Results of the study included the following: (1) for all the areas surveyed, the average age of students receiving services was just over 35, compared to an average age of 30 for all AC students; (2) the West Campus and the Adult Students and Women's Services served an older population than the Counseling Center and Testing Services; and (3) overall, respondents rated the services they received as 3.5 on a five point scale. While some areas surveyed had a small number of respondents and reliable comparisons could not be made, results were discussed with the staff and led directly to changes in programs, services, and school offerings. Appendixes provide the survey instrument; totaled survey information; recommendations for future surveys; student comments; tables of item analysis, frequency, and scale summary reports; and pre-computerized AC survey instruments. (MAB)

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ED 365 382

Client Evaluation Survey Report

Advising and Counseling Center
Testing Services

Amarillo College
Amarillo, Texas

prepared by

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NCCC,NCC

JC 940 057

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Amarillo College
Advising and Counseling Center
Testing Services
Client Evaluation Survey

I. Overview

Amarillo College is a medium sized community college, enrolling 6000+ students (headcount), full time enrollment (FTE) 2800 in credit courses, and more than 25,000 students per year in non-credit courses. The college first went in to operation in 1929, conceived as a transfer-oriented junior college.

The college is located within the city limits of Amarillo (population 180,000) in the Northern Panhandle of West Texas. A university (West Texas A&M) is located less than 20 miles to the south, and a branch of the state supported technical-vocational college (TSTC-Amarillo) is located approximately 5 miles east of the city.

Amarillo College offers approximately 60% of its programs in transferable Associate in Arts or Associate in Science Degrees; the remaining 40% of the programs are in vocational areas leading primarily to certificates (one year or less training) and Associate in Applied Science Degrees.

As the enrollment at the college grew, the clientele underwent a transfiguration. With the downturn of the oil/agriculture/cattle based economy, the student population changed from the traditional college-bound eighteen year old toward the adult retraining for a new occupation (average student age in 1991 was over 30 years of age). In addition to growth in academic areas, including the delivery of developmental programs in math, reading, and English, the need for support services grew. The student services area grew from a few individuals to a professional and support staff of more than twenty individuals. Encompassed within the Student Services Division at the college was the advising and counseling function, which grew to offer a variety of services and functions in response to expressed or mandated need. The Advising and Counseling Center, the official name for the counseling arm of student services, houses the following functions:

<u>Counseling:</u>
- Academic Counseling
- Personal Counseling
- Career Counseling
- Teaching of Educational Psychology-Counseling Courses

<u>Testing Services:</u>
- Placement Test
- Contractual Testing (certification)
- State Mandated Testing
- Academic Make-up Testing

<u>Adult Students and Women's Services (ASWS):</u>
- Academic/Vocational/Career Counseling for returning adult students, (primarily grant funded)
- Teaching of job readiness, life skills, and other non-credit workshops

II. Need for the Survey

As the student population grew and more individuals were hired to serve the perceived needs of the student population, a proliferation of events and services were offered. Additionally, services began to be offered at multiple sites including a second full service campus and various off-campus enrollment sites. At times, evaluations were conducted of specific events to determine the effectiveness or participant satisfaction with a particular event. Periodically, evaluations were done in selected areas, and the results were tabulated by hand and were used to generate reports.

With the growth of programs and services, it became apparent that the need was present to perform a standardized overall survey of services offered, and to generate a report to summarize the data and draw conclusions based on the data obtained. The resulting report would be used as a basis for planning staffing, continuation of programs, offering of new programs, and other related items.

III. Survey Design and Administration

With the decision by the Director of Counseling to revise the practice of sporadic paper/pencil evaluations, I volunteered in my position as the Coordinator of Testing Services at the college to investigate of the possibility of using site-generated optical scanning sheets and commercially available software to produce the survey and tally the results. Goals in using the computerized system included the following: (1) increased efficiency in processing of results, (2) usable, standardized results, (3) professional appearance of survey, and (4) utilization of college-owned software and hardware, with little additional expenditure required beyond form printing.

In the preliminary phase of this project, copies of all the different evaluation forms that were currently or had recently been in use in the department were collected (see Appendix B). In the secondary phase of the project, draft versions of the text and format of a scannable document were created and distributed to staff for comments. In phase three of the project, capabilities of hardware and software were explored, and mock-ups of the form were created by hand. Phase four included revision and final printing of the working form. Phase five included distribution of the form and processing of the completed forms, as well as printing of individual results and summative chart (Appendix A). The final results were distributed and discussed with staff at special meetings. These materials were then to be used in decision making activities, with the distribution of tabulated results to other offices as needed. The survey was planned to be repeated at minimum on a yearly basis.

IV. Survey Results

The overall results of the survey are contained in Appendix A. Results are tabulated by specific area: Washington Street (the main, largest, and most full service campus), and its subareas: the Counseling Center, Adult Students and Women's Services, and Testing Services; and the West Campus (remote, primarily vocational campus) and its subareas: designated (those who had contact directly with a counselor); and all other students. Sample statistical printouts are included for the

Washington Street Campus: these reports include an item analysis report, frequency report, and a scale summary report. Identical reports were run on all main areas and subareas. Sample narrative comments are also included, as a recommendations for changes in the survey/administration procedures for future surveys. all respondents.

Highlights from the survey include the following: (survey based on a 5 point scale: 5 = Always, 1 = Never)

- West Campus and Adult Students and Women's Services serve an older population than do the Counseling Center and Testing Services

- The average student receiving services through the overall unit was older than the college average of 30 (survey response 35 +)

- Respondents rated the services they received overall from all areas (combined departmental average) at 3.5

- Some areas surveyed had a small number of respondents, making comparisons area to area invalid. Repeated studies with larger samples should help to stabilize the data

- Results of the survey were discussed with staff. Changes in programs, services, and offerings were initiated as a result of the survey

V. Technical Information

At the time this survey was designed, there were no packages available to economically design and in-house print scannable forms. The only option available was to contact the large optical scanning companies and pay for the forms to be designed by professional staff. This survey represents a successful attempt to overprint forms (print text directly on purchased standardized forms) local text on an optical scannable form.

Equipment used to produce the survey included the following:

Hardware: 286 micro computer; printer; Scantron Optical Scanning reader model 1400; high quality copying machine (standard forms were run through copier to superimpose text)

Software: Wordperfect (to produce text materials); ParSURVEY scoring software

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Appendix A

Contents

1. Sample completed survey

2. Totalled survey information, reflecting all subsets and grand totals

3. Recommendations for future surveys

4. Comments and suggestions as reflected by respondents on individual surveys

5. Sample Item Analysis Report*

6. Sample Frequency Report*

7. Sample Scale Summary Report*

* Note: Reports (items 5, 6, and 7) were run for all main areas and subareas surveyed. Data from these areas and subareas is not included in this appendix, but is summarized in item #2 above.

ParSURVEY™

STUDENT EVALUATION OF INSTRUCTION
(SEI MODULE)

ADVISING & COUNSELING CENTER

STUDENT EVALUATION OF SERVICES SURVEY

Please fill in all items that apply. Use a #2 pencil.

1. **MALE aged (5) under 20 (4) 20-24 (3) 25-29 (2) 30-34 (1) 35 and over**
2. **FEMALE aged (5) under 20 (4) 20-24 (3) 25-29 (2) 30-34 (1) 35 and over**
3. **STUDENT GOAL: (5) Transfer (4) Career training (3) Undecided (2) Not enrolled**
4. **NUMBER OF CONTACTS WITH THE CENTER (5) 5 or more (4) 4 (3) 3 (2) 2 (1) First visit**

TO COMPLETE THE FOLLOWING SECTION, USE THIS SCALE

Mark the number that best expresses your experience.

[5] [4] [3] [2] [1]
ALWAYS <————> NEVER

Leave the response blank if:
NOT APPLICABLE or NO OPINION

13. **I received assistance needed.**
14. **Services were available and accessible when needed.**
15. **Secretarial staff was helpful.**
16. **The counselor showed an interest and willingness in helping me.**
17. **The counselor was knowledgeable in college transfer information.**
18. **The counselor supplied guidance/assistance for personal problems.**
19. **The counselor was helpful in providing career/job related information.**
20. **The counselor was knowledgeable of courses and academic programs.**
21. **The counselor was knowledgeable of AC programs, policies, and procedures.**

TESTING/TASP

24. **Testing Services Staff was knowledgeable and helpful.**
25. **Testing Services hours of operation fit my needs.**
26. **The testing room was quiet.**
27. **The testing room was comfortable.**
28. **I was adequately monitored while I took my test(s).**
29. **I understand what Placement Testing Scores mean to me.**
30. **I understand what TASP is and what it means to me at Amarillo College.**

PLEASE SHARE YOUR COMMENTS & SUGGESTIONS

_____

_____

_____

_____

_____

_____

_____

_____

_____

ECONOMICS RESEARCH, INC. 1987

AREA BELOW
****** FOR OFFICE USE ONLY ******

36) A) 0 1 2 3
B) 0 1 2 3 4 5 6 7 8 9

37) A) 0 1 2 3
B) 0 1 2 3 4 5 6 7 8 9

	WASHINGTON ST.					WEST		TOTAL AREA	
SURVEY QUESTIONS	COUNS CENTER	ASWS	TEST SERV	WASH TOTAL	DESIG WEST	OTHER WEST	WEST TOTAL	TOTAL(-) DESIG	TOTAL ALL AREAS
AGE-MALE	30-34	30-34	30-34	30-34	35 +	35 +	35 +	30-34	35 +
AGE-FEMALE	30-34	35 +	30-34	30-34	30-34	30-34	30-34	30-34	30-34
STUD.GOAL	UND	UND	CAR	UND	CAR	CAR	CAR	CAR	CAR
CONTACTS	2.5	2.6	2.6	2.6	2.5	3.4	3.2	2.7	2.7
*ASSISTANCE	4.5	4.8	4.2	4.7	2.6	3.8	3.5	4.6	4.5
*SERV.AVAIL	4.8	4.8	4.5	4.7	2.8	3.9	3.6	4.6	4.5
*STAFF HELP	4.5	4.7	4.4	4.6	2.8	3.9	3.7	4.5	4.4
*COUNS.INT.	4.8	4.9	4.2	4.7	3.0	4.1	3.8	4.6	4.5
*TRANS.INFO	3.5	3.7	3.0	3.4	2.2	3.2	2.9	3.4	3.3
*PERSONAL PROBLEMS	3.3	3.7	2.9	3.3	1.7	2.9	2.5	3.2	3.2
*CAREER/JOB	4.1	3.9	3.2	3.9	2.7	3.1	3.0	3.8	3.7
*COURSE/ACA	4.3	4.0	3.6	4.1	2.8	3.8	3.6	4.0	4.0
*POLICY & PROCEDURE	4.1	4.1	3.7	4.1	2.9	3.9	3.7	4.0	4.0
#TS-HELPFUL	2.6	2.2	4.1	2.8	(2.3)	(4.0)	(3.5)	3.0	3.0
#TS-HOURS	2.4	2.2	4.0	2.8	(1.9)	(3.8)	(3.3)	2.9	2.9
#TS-QUIET	2.6	2.3	4.2	2.8	(2.6)	(4.0)	(3.6)	3.0	3.0
#TS-COMFORT	2.3	2.3	4.1	2.7	(2.5)	(3.9)	(3.5)	2.9	2.9
#TS-MONITOR	2.3	2.3	3.8	2.7	(2.7)	(4.1)	(3.7)	2.9	2.9
#TS-PLACEMENT	2.4	2.3	3.4	2.6	2.4	4.2	3.7	2.9	2.8
TASP	2.3	2.4	3.3	2.5	2.1	3.0	2.8	2.8	2.6
AVERAGE RESPONSE TO RELATED AREA	*4.2	*4.3	#3.9	NA	*2.6	*4.0	*3.4	*4.0 #2.9	COMBINED DEPT. AVG. 3.5
TOTAL # RESPONDING	70	50	45	162	12	30	42	192	204

* Areas so indicated are primarily Counseling Center functions.

Areas so indicated are primarily Testing Services functions.

( ) Areas so indicated are Testing Services functions that were evaluated on West Campus. The possibility exists that Dan McCall's computer lab or the Allied Health/LLLC West areas, which also do testing functions, are being evaluated. These areas are not under the jurisdiction of the Advising & Counseling Center.

Student goal information was rounded to the nearest whole number.

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RECOMMENDATIONS:

For future survey periods, three areas should be evaluated separately using appropriately designed forms with questions to measure the disparate functions of the areas. The divisions could be as follows:

Counseling Center + ASWS

Testing Services

West Campus

Surveys given according to this pattern would help alleviate confusing, overlapped data, and would assist in establishing the origin of the so that data collected would be more accurate for each area. A final report could be generated to merge the separate evaluations.

COMMENTS AND SUGGESTIONS - *As shown on individual surveys*

West Campus

- *I found great help with the Counseling Center.*
- *Counselors have been very helpful to me. Donna Moore, Margie, etc. answered all questions. They care about students like me.*

Washington Street Campus

- *I'm just very lucky I have all of you because otherwise my college career would be over!*
- *I do not think that a placement test should determine what class you start in.*
- *I was really encouraged after talking with Craig. He was a great help!*
- *The Testing Center needs softer chairs. It would be nice if the whole college had them.*
- *The people in the Counseling Center are always so helpful and understanding. I couldn't do without them!*
- *Good*
- *She was very helpful at what I needed. She showed an interest in what I was doing.*
- *#28 & 30 are unknown to me*
- *ASWS is always there for me whether it be for personal counseling and encouragement or career planning.*
- *Amarillo College offers a friendly caring staff - eases the tensions of new situations.*
- *Since I've been coming here, I've enjoyed my experiences.*
- *Very happy with assistance.*
- *The staff has been pleasant and very helpful. I appreciate everything you've done for me. Thank you!*
- *I believe the TASP test is hurting a lot of people whom could do very well in school. If they fail part of it, let them take courses in what they passed for a semester than retake what they failed, so they try and get some kind of education.*

AMARILLO COLLEGE ADVISING AND COUNSELING CENTER

General Survey Tool

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Item Analysis Report

Subsample Description: WASHINGTON STREET CAMPUS

	Question	Negative Scale	A 5 Hi %	B 4 %	C 3 %	D 2 %	E 1 Lo	Raw Omit #	Raw Resp #	Raw Mean	Raw S.D.	Scale Mean	Scale r	Scale r2	Scale t
1	AGE - MALE	A	29	36	17	9	10	96	70	2.1	1.5	2.1	1.18	1.40	>99.9
2	AGE - FEMALE	B	18	36	14	15	17	78	88	2.2	1.5	2.2	1.15	1.32	>99.9
3	STUDENT GOAL	C	35	42	20	2	1	20	146	3.7	1.3	3.7	1.05	1.11	>99.9
4	NUMBER OF CONTACTS	D	22	12	20	21	26	21	145	2.6	1.5	2.6	1.03	1.07	>99.9
13	ASSISTANCE	E	86	9	5	1	0	4	162	4.7	0.8	4.7	0.53	0.28	7.94
14	SERVICES AVAILABLE	E	86	12	2	0	0	4	162	4.7	0.7	4.7	0.57	0.32	8.82
15	STAFF HELPFUL	E	83	15	3	0	0	10	156	4.6	1.0	4.6	0.54	0.29	8.22
16	COUNSELOR SHOWED INTEREST	E	91	6	4	0	0	7	159	4.7	0.9	4.7	0.67	0.44	11.41
17	COLLEGE TRANSFER INFORMATION	E	71	20	9	0	0	55	111	3.4	1.8	3.4	0.69	0.48	12.26
18	PERSONAL PROBLEMS	E	77	12	10	0	0	61	105	3.3	1.8	3.3	0.68	0.46	11.89
19	CAREER/JOB INFORMATION	E	75	20	5	0	0	36	130	3.9	1.6	3.9	0.72	0.52	13.26
20	KNOWLEDGEABLE OF COURSES	E	81	14	5	0	0	30	136	4.1	1.5	4.1	0.73	0.54	13.75
21	KNOWLEDGEABLE OF AC PROGRAMS	E	86	10	4	0	0	33	133	4.1	1.6	4.1	0.72	0.53	13.48
24	T.S. KNOWLEDGEABLE AND HELPFUL	F	79	17	4	0	0	85	81	2.8	1.9	2.8	1.08	1.16	>99.9
25	T.S. HOURS	F	76	15	6	3	0	86	80	2.8	1.9	2.8	1.06	1.13	>99.9
26	ROOM QUIET	F	80	16	2	1	0	85	81	2.8	1.9	2.8	1.08	1.17	>99.9
27	ROOM COMFORTABLE	F	70	16	13	1	0	86	80	2.7	1.8	2.7	1.08	1.16	>99.9
28	MONITORED WHILE TESTING	F	72	20	7	1	0	90	76	2.7	1.9	2.7	1.05	1.11	>99.9
29	UNDERSTAND P.T.	F	68	23	8	1	0	91	75	2.6	1.8	2.6	1.02	1.05	>99.9
30	UNDERSTAND TASP	F	74	19	3	0	4	96	70	2.5	1.9	2.5	0.98	0.96	61.99

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AMARILLO COLLEGE ADVISING AND COUNSELING CENTER
General Survey Tool
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Frequency Report

Subsample Description: WASHINGTON STREET CAMPUS

	Question	Negative Scale	A 5 Hi	B 4	C 3	D 2	E 1 Lo	Raw Omit #	Raw Resp #	Mean	S.D.
1.	AGE - MALE	A	20	25	12	6	7	96	70	2.1	1.5
			29%	36%	17%	9%	10%				
2.	AGE - FEMALE	B	16	32	12	13	15	78	88	2.2	1.5
			18%	36%	14%	15%	17%				
3.	STUDENT GOAL	C	51	62	29	3	1	20	146	3.7	1.3
			35%	42%	20%	2%	1%				
4.	NUMBER OF CONTACTS	D	32	17	29	30	37	21	145	2.6	1.5
			22%	12%	20%	21%	26%				
13.	ASSISTANCE	E	139	14	8	1	0	4	162	4.7	0.8
			86%	9%	5%	1%	0%				
14.	SERVICES AVAILABLE	E	139	19	4	0	0	4	162	4.7	0.7
			86%	12%	2%	0%	0%				
15.	STAFF HELPFUL	E	129	23	4	0	0	10	156	4.6	1.0
			83%	15%	3%	0%	0%				
16.	COUNSELOR SHOWED INTEREST	E	144	9	6	0	0	7	159	4.7	0.9
			91%	6%	4%	0%	0%				
17.	COLLEGE TRANSFER INFORMATION	E	79	22	10	0	0	55	111	3.4	1.8
			71%	20%	9%	0%	0%				
18.	PERSONAL PROBLEMS	E	81	13	11	0	0	61	105	3.3	1.8
			77%	12%	10%	0%	0%				
19.	CAREER/JOB INFORMATION	E	97	26	7	0	0	36	130	3.9	1.6
			75%	20%	5%	0%	0%				
20.	KNOWLEDGEABLE OF COURSES	E	110	19	7	0	0	30	136	4.1	1.5
			81%	14%	5%	0%	0%				
21.	KNOWLEDGEABLE OF AC PROGRAMS	E	115	13	5	0	0	33	133	4.1	1.6
			86%	10%	4%	0%	0%				
24.	T.S. KNOWLEDGEABLE AND HELPFUL	F	64	14	3	0	0	85	81	2.8	1.9
			79%	17%	4%	0%	0%				

AMARILLO COLLEGE ADVISING AND COUNSELING CENTER
General Survey Tool
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Frequency Report

Subsample Description: WASHINGTON STREET CAMPUS

	Question	Negative Scale	A 5 Hi	B 4	C 3	D 2	E 1 Lo	Raw Omit #	Raw Resp #	Mean	S.D.
25.	T.S. HOURS	F	61 76%	12 15%	5 6%	2 3%	0 0%	86	80	2.8	1.9
26.	ROOM QUIET	F	65 80%	13 16%	2 2%	1 1%	0 0%	85	81	2.8	1.9
27.	ROOM COMFORTABLE	F	56 70%	13 16%	10 13%	1 1%	0 0%	86	80	2.7	1.8
28.	MONITORED WHILE TESTING	F	55 72%	15 20%	5 7%	1 1%	0 0%	90	76	2.7	1.9
29.	UNDERSTAND P.T.	F	51 68%	17 23%	6 8%	1 1%	0 0%	91	75	2.6	1.8
30.	UNDERSTAND TASP	F	52 74%	13 19%	2 3%	0 0%	3 4%	96	70	2.5	1.9

AMARILLO COLLEGE ADVISING AND COUNSELING CENTER
General Survey Tool
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Scale Summary Report

Subsample Description: WASHINGTON STREET CAMPUS

Scale	Description	N	Alpha	SEM	Score Mean	Score S.D.	Mean Response
A.	MALE	1	0.00	2.0	1.5	2.0	1.5
B.	FEMALE	1	0.00	1.9	1.7	1.9	1.7
C.	GOAL	1	0.00	1.5	3.6	1.5	3.6
D.	CONTACTS	1	0.00	1.7	2.5	1.7	2.5
E.	COUNSELING CENTER	9	0.84	3.3	37.4	8.2	4.2
F.	TESTING SERVICES	7	1.00	0.0	15.5	15.7	2.2
	Overall	20	0.90	5.9	62.2	18.4	3.1

Appendix B

Contents: A sample of previous surveys used at Amarillo College for similar purposes. These items were reviewed in the current survey development process.

AMARILLO COLLEGE
JOB PLACEMENT OFFICE

The Amarillo College Job Placement Office is conducting a survey to determine whether we are meeting the needs of our students. Please help us by answering these questions and putting the survey in the box as you leave our office.

Below you will find a series of statements. Please use the following scale to indicate the number which you consider appropriate for each statement.

1	2	3	4	5	6
Strongly Disagree		Neutral		Strongly Agree	Does Not Apply

_____ 1. The Job Placement staff was helpful and courteous.

_____ 2. The Job Placement staff gave me appropriate information (duties, requirements, hours, salary, and application procedure) on the job(s) in which I was interested.

_____ 3. The Job Placement Office provided job referrals when requested.

_____ 4. I would use the Job Placement Office again.

_____ 5. I would refer other students to the Job Placement Office.

6. What suggestions do you have to improve the job placement service?

_____

_____

AMARILLO COLLEGE
STUDENT EVALUATION OF COURSE AND INSTRUCTOR

Instructor's Name_____ Student's Classification is
Course and Section Number_____ (check one):
Course I.D._____ Freshman_____
Sophomore_____

Indicate your rating of your instructor by a check at the appropriate point on the scale. Write in after the question any additional comments that you wish to make. Do Not sign the evaluation sheet.

1. Is the instructor helpful when students have difficulty?

1	2	3	4	5
Not helpful				Helpful

COMMENTS_____

2. Does the instructor appear sensitive to student's feelings and problems?

1	2	3	4	5
Insensitive				Sensitive

COMMENTS_____

3. Does the instructor make students feel free to ask questions, disagree, and express their ideas?

1	2	3	4	5
Discourages				Encourages

COMMENTS_____

4. Is the instructor fair and impartial in his dealings with the students?

1	2	3	4	5
Unfair				Fair

COMMENTS_____

5. Does the instructor exhibit a genuine enthusiasm for his subject?

1	2	3	4	5
Unenthusiastic				Enthusiastic

COMMENTS_____

6. Does the instructor present his material in an interesting manner?

1	2	3	4	5
Dull				Interesting

COMMENTS_____

7. Are the course objectives explained and made clear at the beginning of the course?

1	2	3	4	5
Never				Always

COMMENTS_____

8. Does the instructor clarify ideas by use of examples?

1	2	3	4	5
None				Many

COMMENTS_____

9. Does the instructor present material in a well-organized fashion?

1	2	3	4	5
Disorganized				Well-Organized

COMMENTS_____

STUDENT ACTIVITIES SURVEY
Spring 1990

Please check the appropriate response on each of the following:

1. I am a : _____ student _____employee

2. I have attended the following Student Association sponsored activities this year

____lecture
____comedy show
____cramOrama
____Fallfest
____leadership workshop
____musical entertainment
____Great American Smokeout
____Dating Game
____Restless Heart Concert
____other

3. How would you rate your enjoyment of these activities?

1	2	3	4	5
(low)				(high)

4. What suggestions do you have for future programs?

5. What time of day is best for you to attend activities?

_____time _____day

6. Would you be interested in serving on the Student Association? _____ If so, please list name and phone.

7. Comments:

STUDENT SURVEY

Dear Student:

The quality of programs and services that Amarillo College provides for its students is of utmost importance to our college staff. You can assist us in maintaining and improving the quality of the center's programs by evaluating your experience on the following questionnaire:

Please check the categories which best describe you:

1. Sex: _____ Male
_____ Female

2. Age: _____ under 20
_____ 20-24
_____ 25-29
_____ 30-34
_____ 35-39
_____ 40 & over

3. Student Type:

_____Transfer student (planning to complete major areas of study at a four-year college)
_____Occupational student (in career program, not planning to transfer to a four-year program)
_____Pending student
_____Not currently enrolled

4. Please circle the number of contacts you have had with the center and/or its program:

1 2 3 4 5 or more

* *

INSTRUCTIONS: The following items represent aspects of your experiences with our programs. Please indicate how satisfied you are with each item. Evaluate only the services you have used. If you have not use the services, please circle E.

RESPONSE KEY:
A = Very Satisfied
B = Somewhat Satisfied
C = Somewhat Dissatisfied
D = Very Dissatisfied
E = Don't know; no basis for evaluation

A B C D E 1. When using the Advising and Counseling Center, I received the assistance I needed.
A B C D E 2. Advising and counseling services were accessible and available when needed.
A B C D E 3. The secretarial staff was helpful and provided